RA20
RA19

Refrigerator
user manual
with Warranty Card

English

imagine the possibilities

Thank you for purchasing a Samsung product.

SAMSUNG

Free Standing Appliance

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safety information

SAFETY INFORMATION

- Before operating the appliance, please read this manual thoroughly and retain it at a safe place near the appliance for your future reference.
- Use this appliance only for its intended purpose as described in this instruction manual. This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- Warnings and Important Safety Instructions in this manual do not cover all possible conditions and situations that may occur. It is your responsibility to use common sense, caution, and care when installing, maintaining and operating your appliance.
- Because these following operating instructions cover various models, the characteristics of your Refrigerator may differ slightly from those described in this manual and not all warning signs may be applicable. If you have any questions or concerns, contact your nearest service center or find help and information online at www.samsung.com.

Important safety symbols and precautions:

WARNING	Hazards or unsafe practices that may result in **severe personal injury or death.**
CAUTION	Hazards or unsafe practices that may result in **minor personal injury or property damage.**
	Do NOT attempt.
	Do NOT disassemble.
	Do NOT touch.
	Follow directions carefully.
	Unplug the power plug from the wall socket.
	Make sure the machine is grounded to prevent electric shock.
	Call the contact center for help.
	Note.

These warning signs are here to prevent injury to you and others.
Please follow them explicitly.
After reading this section, keep it in a safe place for future reference.

WARNING SEVERE WARNING SIGNS FOR INSTALLATION

- Do not plug several appliances into the same multiple power board. The Refrigerator should always be plugged into its own individual electrical which has a voltage rating that matched the rating plate.
  - This provides the best performance and also prevents overloading house wiring circuits, which could cause a fire hazard from overheated wires.
- If the wall socket is loose, do not insert the power plug.
  - There is a risk of electric shock of fire.
- Do not use a cord that shows cracks or abrasion damage along its length or at either end.
- Do not bend the power cord excessively or place heavy articles on it.
- Do not use aerosols near the Refrigerator.

- Aerosols used near the Refrigerator may cause an explosion or fire.
- Connect the power plug in proper position with the cord hanging down.
- If you connect the power plug upside down, wire can get cut off and cause fire or electric shock.
- Make sure that the power plug is not squashed or damaged by the back of the Refrigerator.
- When moving the Refrigerator, be careful not to roll over or damage the power cord.
- This constitutes a fire hazard.
- The appliance must be positioned so that the plug is accessible after installation.

- The Refrigerator must be grounded.
- You must ground the Refrigerator to prevent any power leakages or electric shocks caused by current leakage from the Refrigerator.
- Never use gas pipes, telephone lines or other potential lightening rods as ground.
- Improper use of the ground plug can result in electric shock.

- If the power cord is damaged, get it replaced immediately by the manufacturer or its service agent.

WARNING SEVERE WARNING SIGNS FOR USING

- Do not insert the power plug with wet hands.
- Do not store articles on the top of the appliance.
- When you open or close the door, the articles may fall and cause personal injury or material damage.
- Do not put items filled with water on the Refrigerator.
- If spilled, there is a risk of fire or electric shock.
- Do not let children hang on the door.
- Failure to do so may cause serious personal injury.
- Do not leave the doors of the Refrigerator open while the Refrigerator is unattended and do not let children enter inside of the Refrigerator.
- There is a risk of children entrapment and serious personal injury because of low temperature.
- Do not store volatile or flammable substances such as benzene, thinner, alcohol, ether or LP gas in the Refrigerator.
- The storage of any of such products may cause explosions.
- Do not store low temperature-sensitive pharmaceuticals products, scientific materials or other low temperature-sensitive products in the Refrigerator.
- Products that require strict temperature controls must not be stored in the Refrigerator.
- Do not place or use electrical appliance inside the Refrigerator, unless they are of a type recommended by the manufacturer.
- Do not use a hair dryer to dry the inside of the Refrigerator. Do not place a lighted candle in the Refrigerator for removing bad odors.
- This may result in electric shock or fire.
- Do not touch the inside walls of the freezer or products stored in the freezer with wet hands.
- This may cause frostbite.
- Do not use mechanical devices or any other means to accelerate the defrosting process, other than those recommended by the manufacturer.

- This product is intended only for the storage of food in a domestic environment.
- Bottles should be stored tightly together so that they do not fall out.

- Do not disassemble or repair the Refrigerator by yourself.
- You run risk of causing a fire, malfunction or personal injury. In case of malfunction, please contact your service agents.

- If the appliance generates a strange noise, a burning or smell or smoke, unplug the power plug immediately and contact your nearest service center.
- Failing to do so may result in electric or fire hazards. Keep ventilation opening in the appliance enclosure or mounting structure clear of obstruction.
- If any dust or water is in Refrigerator, pull out power plug and contact your Samsung Electronics service center.
- There is a risk of fire.

CAUTION CAUTION SIGNS FOR USING

- Unplug the power plug during a thunder/ lightning storm.
- Do not place carbonated or fizzy drinks in the freezer compartment. Do not put bottles or glass containers in the freezer.
- When the contents in the glass containers or bottle freeze, the glass may break cause personal injury & property damage.
- Do not change the functionality or modify the Refrigerator.
- Changes or modifications may result in personal injury or property damage. Any changes or modifications performed by a 3rd party on this completed appliance is neither covered under Samsung warranty service,
nor is Samsung responsible for safety issues and

damages that result from 3rd party modifications.
- Please observe maximum storage times and expiry dates of frozen goods.
- Fill water tank, water cubes only with potable water.
- Contains fluorinated greenhouse gases covered by the kyoto protocol.
- Hermetically sealed system.
- Do not vent gases into the atmosphere.

CAUTION SIGNS FOR CLEANING AND MAINTENANCE

CAUTION

- Do not directly spray water inside or outside the Refrigerator.

- There is a risk of fire or electric shock.
- Do not spray inflammable gas near the Refrigerator.
- There is a risk of explosion or fire.
- Do not spray cleaning products directly on the display.
- Printed letters on the display may come off.

- Remove any foreign matter or dust from the power plug pins. But do not use a wet or damp cloth when cleaning the plug, remove any foreign material or dust from the power plug pins.

- Otherwise there is a risk of fire or electric shock.

- Unplug the Refrigerator before cleaning and performing maintenance.

SEVERE WARNING SIGNS FOR DISPOSAL

WARNING

- Ensure that none of the pipes on the back of the appliance are damaged prior to disposal.
- When disposing of this product or other Refrigerators, remove the door/door seals, door latch so that small children or animals cannot become trapped inside. Leave the shelves in place so that children may not easily climb inside. Children should be supervised to ensure that they do not play with the old appliance.
- Please dispose of the packaging material for this product in an environmentally friendly manner.

ADDITIONAL TIPS FOR PROPER USAGE

- In the event of a power failure, call the local office of your Electricity Company and ask how long it is going to last.

- Most power failures that are corrected within an hour or two will not affect your Refrigerator temperatures. However, you should minimize the number of door openings while the power is off.
- Should the power failure last more than 24 hours, remove all frozen foods.
- If keys are provided with the Refrigerator, the keys should be kept out of the reach of children and not in vicinity of the appliance.
- The appliance might not operate consistently (possibility of temperature becoming too warm in Refrigerator) when sited for an extended period of time below the cold end of the range of temperature for which the refrigerating appliance is designed.
- Do not store food which spoils easily at low temperature, such as bananas, melons.
- Temperature rising during the defrost can comply with ISO requirement.
  But if you want to prevent an undue rise in the temperature of the frozen food while defrosting the appliance, please wrap the frozen food in several layers of newspaper.
- Any increase in temperature of frozen food during defrosting can shorten its storage life.

setting up your Refrigerator

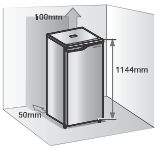
GETTING READY TO INSTALL THE REFRIGERATOR

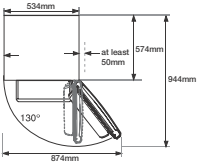
Congratulations on your purchase of this Samsung Refrigerator. We hope you enjoy state-of-the-art features and efficiencies that this new appliance offers.

- Please call installation engineer to install your new Refrigerator & then you can get more information from engineer about the performance of your Refrigerator.
- This Refrigerator must be properly installed and located in accordance with the manual before it is used.
- Use this appliance only for its intended purpose as described in this instruction manual.
- We strongly recommend that any servicing be performed by a qualified individual.
- Please dispose of the packaging material for this product in an environmental friendly manner.

Selecting the best location for the Refrigerator

- A location without direct exposure to sunlight.
- A location with flat floor surface.
- A location with enough space for the Refrigerator door to open easily.





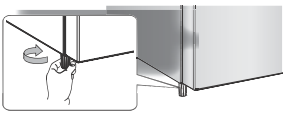
- Height of the product may be different depending on the models.
- Allow clearance to the right, left, back and top when installing. This will help reduce power consumption and keep your energy bills lower.
- Do not install the Refrigerator in a place with the temperature lower than 10°C.
- When you move the Refrigerator, unplug and clearly arrange the power cord. Also secure the glass shelf and the doors with a tape.

CAUTION

- Pull the unit straight out when installing, servicing or cleaning behind the Refrigerator and push it straight back after work is complete. Make sure your floor can support fully loaded Refrigerator.
- Keep ventilation opening in the appliance enclosure or mounting structure clear of obstruction.

LEVELING THE REFRIGERATOR

If the front of the appliance is slightly higher than the rear, the door can be opened and closed more easily.
Turn the adjusting legs clockwise to raise and counter-clockwise to lower the height.



When you adjust the Refrigerator, you may hurt your hand or fall down.

operating your Refrigerator

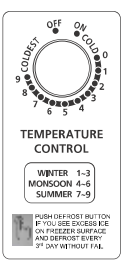
ADJUSTING THE TEMPERATURE CONTROL

DIAL At “Normal” POINT (5 No.)

- To maintain optimum temperature for food storage, set the control dial at the “Normal” Position.

DIAL At “Coldest” POINT

- When setting the control dial at the “Coldest” Position, the Refrigerator be comes coldest.
- When largequantities of food is stored, For quickice making set the control dial at the “Coldest” Position.



DIAL At “Cold” POINT

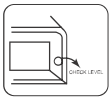
- When setting the control dial at the “Cold” Position, the Refrigerator becomes warmer.
- When small quantities of food is stored.

- If the temperature where the Refrigerator is placed is lower than 5 °C, set the temperature control to COLD. Because the temperature of the Refrigerator is affected by the temperature around the Refrigerator and it will be lower than the set value.
- Apart from knob settings mentioned above, if you desire to increase or reduce the cooling, turn the knob clockwise or anticlockwise to the degrees you want.

HOW TO DEFROST

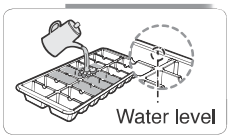
1) Check the layer thickness of the frost/ice formed on the walls of the ice making compartment. If more frost is formed, please defrost.
2) Push the “DEF”button to defrost. Frost on the surface of the evaporator will begin to melt and can be easily removed. After defrosting is finished, the refrigerator will start automatically.

3) In order to remove ice from the ice making compartment, do not use a keen tool, knife or screw driver.



MAKING ICE

1. Fill the tray up to 80% with water level.
2. Place the ice tray in the top freezer drawer.
3. Wait until the ice cubes are formed.
4. Twist the ice tray slightly to take out the ice cubes.



Freezing time

It is recommended that you wait about 1~2 hours after setting MAX of Freezer or COLDEST of temperature control for the ice cubes to form.

CAUTION

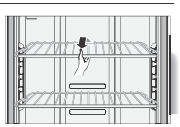
Danger of explosion

- The coldest part of the Refrigerator is the super freezer zone. This is the best place to store delicate foodstuffs.
- Glass bottles containing liquids should never be stored in the freezer as the glass can shatter when the contents freeze.

REMOVING THE INTERIOR PARTS

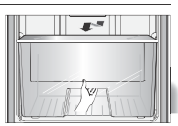
Refrigerator Shelf

Pull the shelf forward until it meets the stopper. Tilt the front of the shelf up and pull it out.



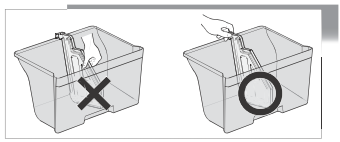
Vegetable Box

Pull the moisturizing veg box forward and take it out of the Refrigerator. Lift the cover up and pull it out of the Refrigerator.



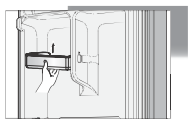
To relocate the divider in the Vegetalble Box (RA20H*)

- Grip the divider as below and relocate the devider



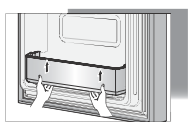
Guard Variety

Lift the Guard Variety up and side it out (This utility guard is adjustable and may be positioned to best fit your needs.)



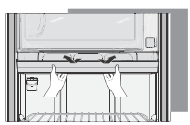
Guard Jumbo

Lift the guard up and slide it out (This Guard Jumbo is not adjustable;it fits in only one position.)



Chiller compartment

Pull the chiller compartment towards you until it meets the stopper. Tilt the front upward and pull the compartment out.



CLEANING THE REFRIGERATOR

WARNING Do not use Benzene, Thinner or Clorox™ for cleaning. They may damage the surface of the appliance and can create a risk of fire.

CAUTION Do not spray the refrigerator with water while it is plugged in, as it may cause an electric shock. Do not clean the refrigerator with benzene, thinner or car detergent for risk of fire.

REPLACING THE INTERIOR LIGHT

CAUTION For LED lamp, please contact service engineer to replace it.

troubleshooting

PROBLEM	SOLUTION
The appliance is not operating at all or the temperature is too high or low.	**Check the Refrigerator for the following:** • Check if the power plug is correctly connected. • Check if the power fuse is blown. • Is the temperature control or control panel correctly set? • Does sun shine on the appliance or are there any heat sources nearby? • Is the back of the appliance too close to the wall? • Do not store the hot food till it comes to room temperature. • Did you leave the Refrigerator or freezer door open for a long time? **If a problem occurs, contact your service agents.**
The food in the Refrigerator is frozen.	• Is the temperature control or control panel set to the coldest temperature? • Is the surrounding temperature too low?
There are unusual noises.	• Check if the appliance is installed on a stable and even floor. • Is the back of the appliance too close to the wall? • Have any foreign objects fallen behind or under the appliance? • Is the noise coming from the compressor in the appliance? • A ticking sound occurs when the various accessories contract or expand.
The front corners and sides of the appliance are warm and condensation starts to form.	• Heat-proof pipes are installed in the front corners of the appliance to prevent condensation from forming. When the surrounding temperature rises, this may not always be effective. However, this is not abnormal. • In very humid weather, condensation may form on the outer surface of the appliance when the moisture in the air comes into contact with the cool surface of the appliance.
You can hear a liquid bubbling in the appliance.	• This is the refrigerant, which cools the inside of the appliance.
There is a bad smell inside the appliance.	• Is there any spoiled food inside of the Refrigerator? • Make sure that strong smelling food (for example, fish) is wrapped so that it is airtight. • Clean out your Refrigerator periodically and throw away any spoiled or suspect food.
There is a layer of frost on the appliances walls.	• Are the air outlet vents blocked by food stored inside the Refrigerator? • Space the food out as much as possible to improve ventilation. • Is the door fully closed?
Condensation forms on the inside wall of the appliance and around vegetables.	• Food with a high water content is stored uncovered with a high humidity level or the door has been left open for a long time. • Store the food with a cover or in sealed containers.

Contact SAMSUNG WORLD WIDE
If you have any questions or comments relating to Samsung products, please contact the SAMSUNG customer care center.

COUNTRY	CALL	Web site
INDIA	3030 8282 1800 110011 1800 3000 8282 1800 266 8282	www.samsung.com

Monday - Sunday : 9.00AM - 8.PM(IST)
* (Press Prefix Local STD Code) 3030 8282
** Toll Free 1800 110011(From MTNL/BSNL Lines)
Address : Suites No. 101-103, First Floor, Copia Corporate Suites, Plot No.9, Jasola District Center, New Delhi-110025
Service helpline : support.india@samsung.com

Code No. DA99-03195F

This warranty is not applicable in any of the following cases :

1. The warranty card is not filled and mailed back / submitted to the nearest Authorised Service Center of the company within 2 weeks of purchase.
2. The completed warranty card is not presented to the service engineer at the time of repairs being undertaken / requested.
3. The product is not purchased from an Authorised Samsung Sales Dealer.
4. The product purchased is not used according to instructions given in the INSTRUCTION MANUAL, as determined by company personnel.
5. Defects caused by improper use, as determined by the authorised service center / company personnel.
6. Modifications or alterations of any nature made in the circuitry by the purchaser or unauthorized personnel, as determined by the company personnel.
7. The product is being used for commercial purpose.
8. Site (premises where the product is kept) conditions that do not confirm to the recommended operations of the machine/unit.
9. The original serial number is removed, obliterated, or altered from the product.
10. Defects due to causes beyond control like lightning, abnormal voltage, acts of God or while in transit to service center or to the purchaser's residence.
11. Defects caused by household pets, rats, cockroaches or any other animals or insects.

For any further information/assistance, please mail us on support.india@samsung.com

Samsung Service Network

Register for service at www.samsung.com/in Service helpline: support.india@samsung.com
Or Contact 30308282 (from Mobile) or 1800110011 (from BSNL/MTNL)

Customer Contact Center

- 30308282
  Prefix 9511 to the number when calling from Noida/Faridabad/Gurgaon.
  Prefix local STD code when dialling from mobile phone.
- 1800110011
  From MTNL and BSNL only.

- *For demonstration/ Installation requests kindly Contact the dealer from where the product is purchased.*
- *Please mail in quaries to support.india@samsung.com*

SAMSUNG

Warranty Card

CUSTOMER DETAILS CUM WARRANTY CARD

Customer copy (to be retained by customer)

Model Name _____

Product Serial No. _____

Date of purchase ☐☐ ☐☐ ☐☐
dd mm yy

Name _____

Address in full _____

_____

Telephone No. _____

Dealer Name & Address _____

Dealer's signature with rubber stamp

Customer's signature & Date
(I accept the terms & condition of warranty)

Warranty Conditions

*TERMS & CONDITIONS

1. The warranty is confined to the first purchaser of the product only and is not transferable.
2. Repairs under warranty period shall be carried out by the company authorized personnel only. The details of service centers / support required are available at the company website www.samsung.com/india or in the centralised helpline (3030 8282) from mobiles, 1800 110011 from MTNL/BSNL lines)
3. For unit installed beyond municipal limits of the jurisdiction of the company's Authorised Service Center, **it is the responsibility of the purchaser to contact the nearest authorized service center and bring the unit to the authorized service center at purchaser's cost and risk.**
4. Calls registered with the Centralised Helpline / Authorised Service Center, wherein only cleaning of the unit / parts in the unit due to dust gathering on portions of the unit, general explanations / returning, particular software not being read/installed, **are not to be construed as defects**. The company does not undertake responsibility on the quality of software being used by purchasers.
5. **In the event of repairs of any part/s of the unit, this warranty will thereafter continue and remain in force only for the unexpired period of the warranty.**
   The time taken for repair and in transit whether under the warranty or otherwise shall not be excluded from the warranty period.
6. Any change of address by the original purchaser shall be intimated to the concerned Authorised Service Center by the purchaser, and warranty will be applicable only after inspection of the unit and clearance of condition by Authorised Service Center personnel.
7. In case of any damage to the product / misuse detected by the Authorised Service Center personnel, the warranty conditions are not applicable and repairs will be done subject to availability of parts and on a chargeable basis only.
8. **The company's obligation under this warranty shall be limited to repair or providing replacement of part/s only**. The maximum claim/s if entertained by the company will be subject to the maximum retail price of the product purchased or the purchase price, whichever is lower.
9. **In the event of any unforeseen circumstance, and spares not being available the company's prevailing depreciation rules will be binding on the purchaser to accept as a commercial solution in lieu of repairs**.
10. In the event of the company offering EXTENDED WARRANTY period for any specific product / period, it is the RESPONSIBILITY OF THE PURCHASER to get the warranty card duly registered with the nearest Authorised Service Center of the company, within 2 weeks of purchasing under such an offer, at the purchaser's cost and risk only.

SAMSUNG INDIA ELECTRONICS PVT.LTD(hereinafter referred to as "the company") guarantees to the purchaser that this product carries a warranty for the period mentioned above, commencing from the date of purchase. The company will repair free of charge any part or parts of the product, if the defect is due to the faulty material or workmanship.

Product	Warranty	
	Period	Parts not covered
Colour Television	12 months	N/A
Refrigerator	Comprehensive: 12 months Compressor : 60 months	Plastic/Glassware,Gas Charging, Consumable Light bulb/tube
Washing Machine	24 months	Outer Steel Casing • Top Lid
Room Airconditioner	Comprehensive: 12 months Compressor : 60 months	Air Filter • Front Grill • Gas Charging Consumable
Audio/DVD/VCD	12 months	Connector & Antenna Wires
Microwave Oven	12 months	Main Door, Door Plastic.
Colour Monitors/PC Monitors	2 year 15" CDT monitor 3 year 17" and above CDT monitor and all TFT monitor	
Laser Printers	1 year	
Mobile Phones	1 year (6Mths. Battery)	
CD Writer	1 year	